

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	668	705/8.ccls.	USPAT	OR	ON	2005/06/08 18:28
S18	55	(database\$1 or knowledgebase\$1 or (knowledge near3 base\$1)) and ((claim\$1 or issue\$1 or problem\$1 or (trouble adj ticket\$1) or complaint\$1) near5 (handl\$3 or process\$3)) and ((claim\$1 or issue\$1 or problem\$1 or (trouble adj ticket\$1) or complaint\$1) near5 report\$3) and ((technical or customer) near5 support\$3) and (internet or web or online or network) and ((search\$3 or quer\$3 or database\$1 or knowledgebase\$1 or (knowledge near3 base\$1)) same (related or similar) same (claim\$1 or issue\$1 or problem\$1 or (trouble adj ticket\$1) or complaint\$1)) and (solv\$3 or solution\$1 or answer\$3 or resol\$6 or fix\$3)	USPAT	OR	OFF	2005/06/06 13:55
S19	87	(database\$1 or knowledgebase\$1 or ((data or knowledge) near3 base\$1)) and ((claim\$1 or issue\$1 or problem\$1 or trouble or ticket\$1 or complaint\$1) near5 (handl\$3 or process\$3 or manag\$5)) and ((claim\$1 or issue\$1 or problem\$1 or trouble or ticket\$1 or complaint\$1) near5 report\$3) and ((technical or customer or engineer\$3) near5 support\$3) and (internet or web or online or network) and ((search\$3 or quer\$3 or database\$1 or knowledgebase\$1 or ((data or knowledge) near3 base\$1)) same (related or similar) same (claim\$1 or issue\$1 or problem\$1 or trouble or ticket\$1 or complaint\$1)) and ((engineer or vendor or ((technical or customer or engineer\$3) near5 support\$3)) same (solv\$3 or solution\$1 or answer\$3 or resol\$6 or fix\$3))	USPAT	OR	ON	2005/06/06 14:07

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abstracts*

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S20	56	(database\$1 or knowledgebase\$1 or ((data or knowledge) near3 base\$1)) and ((claim\$1 or issue\$1 or problem\$1 or trouble or ticket\$1 or complaint\$1) near5 (handl\$3 or process\$3 or manag\$5)) and ((claim\$1 or issue\$1 or problem\$1 or trouble or ticket\$1 or complaint\$1) near5 report\$3) and ((technical or customer or engineer\$3) near5 support\$3) and (internet or web or online or network) and ((search\$3 or quer\$3 or database\$1 or knowledgebase\$1 or ((data or knowledge) near3 base\$1)) same (related or similar) same (claim\$1 or issue\$1 or problem\$1 or trouble or ticket\$1 or complaint\$1)) and ((engineer or vendor or ((technical or customer or engineer\$3) near5 support\$3)) same (solv\$3 or solution\$1 or answer\$3 or resol\$6 or fix\$3 or correct\$4) same (database\$1 or knowledgebase\$1 or ((data or knowledge) near3 base\$1)))	USPAT	OR	ON	2005/06/06 15:49
S21	44	(database\$1 or knowledgebase\$1 or ((data or knowledge) near3 base\$1)) and ((claim\$1 or issue\$1 or problem\$1 or trouble or ticket\$1 or complaint\$1) near4 (handl\$3 or process\$3 or manag\$5)) and ((claim\$1 or issue\$1 or problem\$1 or trouble or ticket\$1 or complaint\$1) near4 report\$3) and ((technical or customer or engineer\$3) near4 support\$3) and (internet or web or online or network) and ((search\$3 or quer\$3 or database\$1 or knowledgebase\$1 or ((data or knowledge) near3 base\$1)) same (related or similar) same (claim\$1 or issue\$1 or problem\$1 or trouble or ticket\$1 or complaint\$1)) and ((engineer or vendor or ((technical or customer or engineer\$3) near4 support\$3)) same (solv\$3 or solution\$1 or answer\$3 or resol\$6 or fix\$3 or correct\$4) same (database\$1 or knowledgebase\$1 or ((data or knowledge) near3 base\$1)))	USPAT	OR	ON	2005/06/06 16:04

S22	22 <i>read all</i>	(database\$1 or knowledgebase\$1 or ((data or knowledge) near3 base\$1)) and ((claim\$1 or issue\$1 or problem\$1 or trouble or ticket\$1 or complaint\$1) near4 (handl\$3 or process\$3 or manag\$5)) and ((claim\$1 or issue\$1 or problem\$1 or trouble or ticket\$1 or complaint\$1) near4 report\$3) and (((technical or customer or engineer\$3) near4 support\$3) near4 product\$1) and (internet or web or online or network) and ((search\$3 or quer\$3 or database\$1 or knowledgebase\$1 or ((data or knowledge) near3 base\$1)) same (related or similar) same (claim\$1 or issue\$1 or problem\$1 or trouble or ticket\$1 or complaint\$1)) and ((engineer or vendor or ((technical or customer or engineer\$3) near4 support\$3)) same (solv\$3 or solution\$1 or answer\$3 or resol\$6 or fix\$3 or correct\$4) same (database\$1 or knowledgebase\$1 or ((data or knowledge) near3 base\$1)))	USPAT	OR	ON	2005/06/06 16:04
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